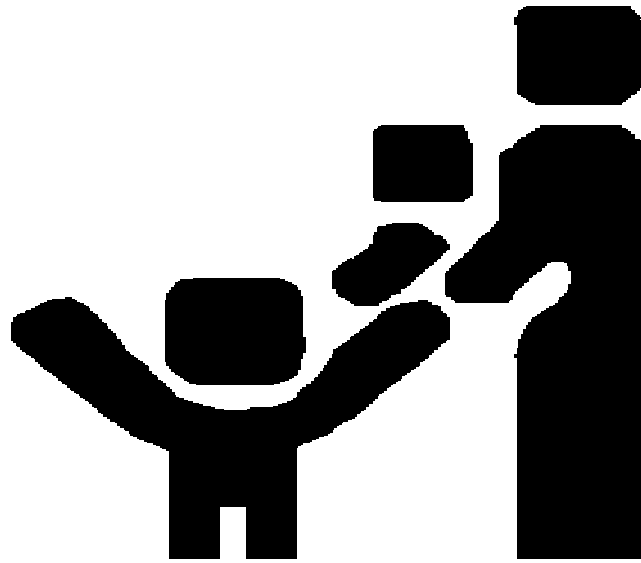


# **WIC CASHIER HANDBOOK**



**AUGUST 2003**

**DEVELOPED BY:**  
**DEPARTMENT FOR PUBLIC HEALTH**  
**DIVISION OF ADULT AND CHILD HEALTH**  
**NUTRITION SERVICES BRANCH**  
**WIC PROGRAM**  
**275 EAST MAIN STREET**  
**FRANKFORT, KENTUCKY 40621**

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## INTRODUCTION

The WIC Program is funded by the United States Department of Agriculture and administered through the Kentucky Cabinet for Health Services. Services are coordinated through Local Health Departments and private health facilities.

The WIC Program provides specific nutritious foods along with nutrition education at no cost to the participant. These services are provided to income eligible and nutritionally at risk pregnant, breastfeeding and postpartum women, infants and children up to five (5) years of age. The goals of the WIC Program are: (1) to improve the outcome of high risk pregnancies by decreasing low birth-weight babies, (2) to decrease the incidence of anemia and poor growth patterns; and (3) to improve the dietary habits of its recipients. Each applicant must be certified by a physician, nurse or nutritionist to be at nutritional risk in order to be admitted to the program. Once a patient is admitted, the parent, guardian, caretaker or proxy receives nutrition education counseling and food instruments, which are redeemable at grocery and drug stores in Kentucky that have a WIC contract. The food items, which can be purchased with the food instruments, are limited to certain types of foods that are selected based on their nutritional content. Participants generally are issued food instruments for a two (2) or three (3) month period, but redeem only one (1) month of food instruments at a time. Most participants must be recertified every six (6) months to maintain eligibility.

You and your store are part of an important effort to improve the health of Kentucky citizens in your community. Proper nutrition at the beginning of life helps prevent many serious health problems that can last a lifetime. WIC gives children a chance to grow up healthy and healthy children do better in school and at leading active, productive lives.

Although everyone needs these special foods at this important time of growth, the people who you will serve as customers have been thoroughly examined by health department personnel and are medically in need of the WIC foods. The special WIC foods are chosen and prescribed as carefully as any drug, and it is very important that no substitution be allowed.

This handbook is intended as a guide to help you follow correct procedures in servicing WIC participants. Should you ever have any problems or questions, please have your store manager contact your WIC Coordinator at the agency with which your store has a contract.

## HOW TO REDEEM A WIC FOOD INSTRUMENT

At the current time, several types of WIC Food Instruments will be presented to you for redemption; a handwritten food instrument, preprinted food instruments and automated food instruments.


These food instruments will be several different colors. When a WIC food instrument is given to you, you need to be aware of the proper procedures to redeem these food instruments. For an example of a properly completed food instrument by a WIC clinic and a vendor, see page 3.

A. In order to comply with Program policies, a cashier must:

1. Handle each WIC food instrument separately.
2. Accept only food instruments that have been stamped with the State of Kentucky WIC agency stamp imprint. The agency stamp will read either “KY WIC Agency” or “KY WIC.”
3. Redeem food instruments only during the period beginning with the “first day to use” and ending with the “last day to use” dates. If the food instrument is not within the appropriate dates, ask the participant, parent, caretaker or proxy, if they have the properly dated food instruments. If not, do not continue with the transaction.
4. Review the “sign here at grocery store” space. If it has been signed, do not accept the food instrument and send the person back to the WIC Office.
5. WIC food instruments must not be altered. Do not accept any that appear to have been altered, defaced or mutilated. Send the person back to the WIC Office.
6. Separate WIC foods from the participant’s other purchases and group them according to the type of food and quantity of food listed on each food instrument.
7. Check the area on the food instrument, which lists the foods the WIC participant may receive.
  - Allow only the food types, which have been listed. Do not substitute any other foods; for example, do not substitute Carnation Good Start formula for another brand. **DO NOT ALLOW 12 OZ CANS OF POWDERED FORMULA TO BE SUBSTITUTED FOR 13 OZ CANS OF CONCENTRATE FORMULA.**
  - Allow only the foods, which are listed on the current WIC Approved Food List. There should be a current WIC Approved Food List at your cash register.
  - Allow the foods only in the quantities, which have been specified. For example, do not allow 4 quarts of milk when the food instrument indicates 1 gallon. There are only two exceptions; cheese may be issued in 2 (8 ounce) quantities to equal one pound and cereal may be issued in ounces to equal the total amount specified on the food instrument, normally 36 ounces.
  - Do not allow more than the amount of food specified on the food instrument. For example, a participant cannot get 40 ounces of cereal when the food instrument indicates 36 ounces, or 2 gallons of milk when the food instrument specifies 1 gallon.
  - A participant does not have to select all of the food specified on the food instrument. You must only charge for the WIC food items that are purchased.
  - If your store is out of stock of one of the food items, do not allow “rainchecks,” “IOU’s,” “due bills” or any other type of credit.

8. Total the amount of the WIC approved food received. Do not charge for food not selected by the participant.
  9. Accept “cents off” coupons for the WIC approved food items the participant has selected and subtract that amount from the total purchase. “Buy one get one free” coupons are allowed, however, the WIC Program must not be charged for the “free” item **and** the “free” item must not exceed the allowable quantity listed on the WIC check.
  10. Enter the total amount of the purchase in the “pay exactly” area.
  11. Enter the date in the “date redeemed” area.
  12. Both the date and the “pay exactly” amount must be entered on the face of the food instrument prior to the participant signing in the “sign here at grocery store” area.
- B. It is recommended that the cash register receipt be attached to the WIC food instruments so that if an error has been made this can be corrected with the WIC Office prior to depositing in the bank. Do not staple this receipt to the food instrument since the receipt must be removed prior to depositing in the bank. Check with your manager or other designated person when problems arise in redeeming a WIC food instrument. If the food instrument is redeemed incorrectly, the food instrument will be either rejected by the bank or your store will be required to repay the State Agency for the amount of the food instrument. The amount of money cannot be requested from the participant.
- C. If a WIC participant wishes to exchange formula or obtain a refund for WIC foods, do not do this for any reason.
- \* Call your store manager or customer service manager.
- D. If you have problems with a WIC participant, please let your manager or other designated person know so that the WIC Office can be contacted.

## COMPLETION OF A WIC FOOD INSTRUMENT

QTY	UNIT	APPROVED ITEM	PATIENT I.D. NUMBER	NAME OF PARTICIPANT			FI No.
				LAST	FIRST	MIDDLE	
			1234567897	PUBLIC	JOHN		0145768
*1*	GAL.	MILK		HID/LOC	First Day To Use:	Last Day To Use:	Date Redeemed:
*36*	OUNCES	CEREAL		301064	05/21/2003	06/20/2003	56503
*2*		12 OZ. OR 46 OZ. JUICE		Not Negotiable Unless WIC Agency Stamp is Here		Deposit Within 60 Days of First Day to Use	PAY EXACTLY
*1*	DOZEN	EGGS		Not Negotiable Unless KY WIC Vendor Stamp is Here			5
END OF LIST.VOID IF ALTERED							\$10.96
				SIGN BELOW AT GROCERY STORE			KENTUCKY WIC PROGRAM
				7 Mary Public			

Handle each food instrument individually.

1. Do not cash before "First Day to Use" or after "Last Day to Use."
2. Must have WIC Agency Stamp.
3. Compare the quantity (qty), unit and approved items with the foods selected.
4. Compare the selected foods with the Approved Food List.
5. Total the amount and enter the amount.
6. Enter the date.
7. Obtain signature.